
STATUTORY RULES OF NORTHERN IRELAND

2009 No. 429

**The Prison and Young Offenders Centre
(Amendment) Rules (Northern Ireland) 2009**

Rule 77 (Complaints by prisoners: second stage)

30.—(1) Rule 77 (complaints by prisoners: second stage) shall be amended as follows.

(2) For paragraph (1) substitute—

“(1) If a prisoner is not satisfied with the response of the appropriate person, or, he has not received a response within 14 days of his complaint having been recorded under rule 76(1A) he may make the complaint a second time.”.

(3) For paragraph (2) substitute—

“(2) The complaint shall be passed to a residential manager who shall pass it to an appropriate person within three days of the complaint having been recorded under rule 76(1A) for the second time.”.

(4) In paragraph (3) for “the appropriate person’s line manager must” substitute “the appropriate person shall”, for “seven” substitute “ten” and for “completed complaint form” substitute “complaint”.

(5) For paragraph (4) substitute—

“(4) The appropriate person shall pass the response to a residential manager who shall return it to the prisoner within 24 hours of receiving it.”.

(6) For paragraph (5) substitute—

“(5) In this rule “an appropriate person” means an officer or an employee of the Northern Ireland Prison Service with supervisory or managerial responsibility for the subject matter of the complaint and who is senior to the appropriate person referred to in rule 76(2).”.